



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY MATERIEL COMMAND
5001 EISENHOWER AVENUE, ALEXANDRIA, VA 22333 - 0001

REPLY TO
ATTENTION OF

AMCPE-F

25 AUG 1999

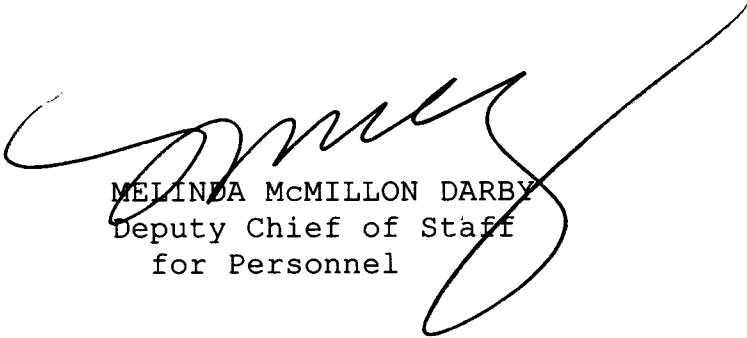
MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Servicing Arrangements

1. Reference memorandum, OASA(M&RA), 10 June 1999, subject as above (enclosed).
2. The enclosed memorandum is forwarded for information. It provides guidance on all future realignments of civilian personnel servicing. These guidelines must be adhered to when submitting requests for changes in current servicing arrangements. Please note that requests to change a servicing Civilian Personnel Operations Center will not be considered for performance-related reasons.
3. Point of contact is Mr. Jay Jamison, AMCPE-F, DSN 767-1030.
4. AMC -- Your Readiness Command . . . Serving Soldiers Proudly!

FOR THE COMMANDER:

Encl


MELINDA McMILLON DARBY
Deputy Chief of Staff
for Personnel

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AMCPE-F

SUBJECT: Servicing Arrangements

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REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
OFFICE OF THE ASSISTANT SECRETARY
MANPOWER AND RESERVE AFFAIRS
111 ARMY PENTAGON
WASHINGTON DC 20310-0111

June 10, 1999

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Servicing Arrangements

With regionalization fully fielded and operational, we have reevaluated and standardized the process under which servicing arrangement changes will be considered. The circumstances surrounding regionalization necessitated one set of rules; post regionalization conditions dictate another.

Except as otherwise noted, these procedures apply to CONUS and OCONUS servicing situations. The enclosed guidance is designed to capture all the information necessary to help us make informed decisions and to act on your requests without delay, provided that your requests are complete. Include a minimum of three weeks for coordination by the office, Deputy Assistant Secretary of the Army (Civilian Personnel Policy) (DASA(CPP)) staff after your request has been received here.

The following guidelines will govern all future realignments of civilian personnel servicing. Exceptions citing full justification will be considered:

- a. Requests to change a servicing Civilian Personnel Operations Center (CPOC) for performance-related reasons will not be considered.
- b. Civilian Personnel Advisory Centers (CPACs) must be geographically located within the servicing CPOC's boundary. Approved current configurations are excepted.
- c. No new CPACs or satellite personnel offices may be established without the prior approval of the DASA (CPP).
- d. There will not be more than one CPAC in the same area, defined as the distance employees will reasonably commute to a work site. Approved current configurations are excepted.



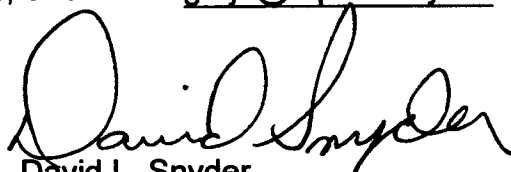
e. MACOMs may decide which of their CPACs will provide civilian personnel service to their employees provided that it does not change CPOC servicing arrangements. MACOMs must advise the DASA(CPP) prior to the effective date of the change. Even though DASA(CPP) approval is not required to change CPAC servicing within a CPOC serviced area, notifications require a minimum of three weeks lead time for the Functional Automation Branch to accommodate database moves.

f. A proposal that will result in a change to CPOC serving requires the prior approval of the ODASA(CPP).

g. All costs associated with approved servicing arrangement changes will be borne by the requesting MACOM. The proposal must include cost estimates and a commitment to fund all associated costs.

The Civilian Personnel Operations Center Management Agency developed the enclosed timeline chart. It identifies the multitude of actions required to effect servicing arrangement changes and constitutes a reasonable schedule for accomplishing the various tasks associated with servicing modifications. The timelines are provided for information and for estimating the amount of time necessary to complete a servicing change transaction. They are approximate and may be adjusted to suit local operational needs and conditions.

If you have any questions or require assistance, please call Mr. Joe Gillis at (703) 693-2464, DSN 223-2464, or email at gillije@hqda.army.mil.



David L. Snyder
Acting Deputy Assistant Secretary
(Civilian Personnel Policy)

Enclosures

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CHIEF, PLANS AND STRATEGIES DIVISION
CHIEF, NAF PERSONNEL POLICY AND PROGRAM DIVISION
CHIEF, FUNCTIONAL AUTOMATION BRANCH

INFORMATION REQUIRED FOR SERVICING CHANGE REQUESTS

General: Provide a plan for adjusting personnel resources between the current service providing CPAC and the proposed CPAC. This information should be detailed enough to present a clear and concise snapshot of the *current* servicing arrangement, together with CPAC staffing ratios and organizational relationships so a comparison can be made between the current and proposed servicing arrangement.

Include estimated costs for meeting all requirements and the planned funding source. There should be a committed source of funds; the proposal should attest to that commitment. The parent MACOM is responsible for funding any new automatic data processing and/or communications requirements and for expenses associated with the relocation of existing equipment if the realignment is not a direct outcome of the DA regionalization effort. Coordination with the Project Office - Civilian Personnel Regionalization is required to determine equipment/communications purchases and/or enhancements that may be necessary.

Specific:

1. A description of the current servicing configuration. The following is required for both the losing and gaining CPAC and CPOC. Foreign nationals must be shown separately.

Servicing CPAC and CPOC.

Number of serviced employees.

Strength of the CPAC and servicing ratio.

NAF-funded CPAC employees.

Contractor-paid CPAC employees.

Number of employees anticipated to be adversely affected by approval.

2. A description of the proposed servicing arrangement. The following is required for both the losing and gaining CPAC and CPOC. Foreign nationals must be shown separately.

Servicing CPAC and CPOC.

Number of serviced employees.

Strength of the CPAC and the estimated servicing ratio.

NAF-funded CPAC employees.

Contractor-funded CPAC employees.

3. Rationale for change.

A brief description of the proposed change and the benefits expected from the change. Describe the effect of the change on authorizations, CHR employees, system automation, anticipated permanent changes of station, impact on serviced customers, any labor and employee relations implications, and any impact on EEO programs, as a minimum. Include any other information necessary to support the request.

4. Systems/Equipment considerations.

Coordinate with PO-CPR when determining equipment needs. Describe additional equipment needed, with rationale, and the source of funding. Provide a plan for system and records transfers. Provide a plan for the disposition of excess equipment. Disposition plans for HQDA purchased/owned equipment require coordination with HQDA.

5. Provide timelines for all actions to be completed if the request is approved, using the template provided at the enclosure.

6. Functional Automation Branch (FAB) of the Policy and Program Development Division will accomplish moves of discrete groups of fifty or more records. Provide a record of coordination with the FAB to reflect that the transfer of database records will be accommodated. Transfers of smaller groups of records between or within CPOCs are to be accomplished individually as CAO actions.

TEMPLATE OF ACTION ITEMS: TRANSFER OF PERSONNEL SERVICING FROM ONE CPOC TO ANOTHER

GAINING CPOC ACTION ITEMS:

Act as lead for preparation of work transfer plan with assist/coordination of:

Losing CPOC/CPAC
Transferring Org & MACOM
CPOCMA/HDASA(CPP), as appropriate

Coordinate work transfer plan with key activities for concurrence

Prepare physical plant (I.e., furniture, space, automation, etc)

Request transfer of database (from Functional Automation Branch, PPDD)

Inventory and report to CPOCMA transferred workload (CONUS only)

Build new org tables

Request transfer of ASARS/PPP database

Provide Director, CPOCMA a bi-weekly status report on the progress of the transfer (CONUS only)

LOSING CPOC ACTION ITEMS:

Preparation of transmittal forms

Transfer unfiled/pending documents and actions

Transfer Official Personnel Folders

Transfer DCPDS records

Transfer list of employees eligible for repromotion

Transfer EEO case settlement agreement files

Complete awards processing

Transfer recruitment responsibilities

Transfer performance rating data

Transfer Reemployment Rights files

Transfer Reemployment Priority List files

Transfer Restoration Rights files

Transfer list of employees due special consideration under MPP

Transfer active PPP/DORS files

Transfer pending retirement actions

Transfer Classification responsibilities

Provide job descriptions

Transfer RIF/TOF data and pending actions

Transfer employee specific SF-52s

Provide local FOIA and Privacy Act procedures

Provide local labor agreements

Transfer open OPM certificates

Provide records on status of supervisory mandatory training

Provide current training plans

Review/transfer active service agreements

Transfer current VERA/VSIP information

***NOTE: Suspense dates for action items and related subtasks in Work Transfer Plan**

will be determined by gaining and losing CPOC

CRITICAL MINIMUM MILESTONES **TRANSFER OF PERSONNEL SERVICING**

DA APPROVAL	TDATE -90 DAYS
CPOCMA/GAINING & LOSING CPOC NOTIFICATION (For CONUS CPOCs)	TDATE -89 DAYS
PREPARATION OF PHYSICAL PLANT	TDATE -89 DAYS TO TDATE
REQUEST TRANSFER OF DATABASE	TDATE -85 DAYS
REQUEST TRANSFER OF ASARS/PPP DATABASE	TDATE -85 DAYS
PREPARATION/APPROVAL OF WORK TRANSFER PLAN	TDATE -89 TO -60 DAYS
EXECUTION OF WORK TRANSFER PLAN	TDATE -60 TO -5 DAYS
COMPLETE DATABASE TRANSFER	TDATE -1 DAY
*TDATE	BEGIN SERVICING

*TDATE: Personnel servicing transfer date

SYNOPSIS OF COORDINATOR'S COMMENTS

SERVICING ARRANGEMENT TEMPLATE

ACTIVITY	RECOMMENDATION	ACTION
FAB	Recommended modification to address responsibility for database moves.	Accepted
PO-CPR	Recommended addition of a coordination requirement when determining necessity for new equipment purchases/enhancements	Accepted
PPDD	Doesn't believe "thou shalt nots" should be the approach	Rejected
	Doesn't believe we should invite exceptions.	Rejected
	Emphasize need for losing CPAC to fulfill LR obligations.	Accepted
	State policy on servicing Army employees by Army CPACs.	Accepted
	Establish MACOM coordination requirement	Accepted
	Rationale for change is confusing.	Accepted
RPMO	MACOM coordination	Accepted
	Separate CONUS and OCONUS situations	Accepted
	Objected to language addressing new ADP equipment.	Accepted
	Recommended addressing HQDA purchased/owned equipment.	Accepted
	Various editorial comments	Most accepted
CPOCMA	Concur	
Ken Gurne	Concur	